



DELAWARE DEPARTMENT OF TRANSPORTATION

State of Delaware

Request for Information (RFI)

TEMPORARY REGISTRATION TAG OFF-SITE PRINTING SYSTEM

Contract ID: **RFI 1991**

- Deadline to Respond –

Thursday, December 10, 2020, 2:00 P.M

PRIOR TO 2:00 P.M. Local Time



State of Delaware
DEPARTMENT OF TRANSPORTATION
Contract Administration



**TEMPORARY REGISTRATION TAG
OFF-SITE PRINTING SYSTEM**

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR INFORMATION" consisting of the following documents:

Contents:

1. PROJECT INFORMATION	3
2. INTENT OF RFI	3
3. BACKGROUND	3
4. ORGANIZATION AND SERVICES OVERVIEW	4
5. CURRENT TECHNICAL ARCHITECTURE.....	5
6. INFORMATION REQUESTED	5

All above documents are made part of this RFI and are contained within this file, or available for download at the following site: <http://bids.delaware.gov/>. and [Bonfire Procurement Portal](#).

In your response we request the REQUESTED INFORMATION DOCUMENTS be completed and included in your response.

**TEMPORARY REGISTRATION TAG
OFF-SITE PRINTING SYSTEM**

1. PROJECT INFORMATION

The Division of Motor Vehicles (DMV) of the Delaware Department of Transportation (DelDOT) is issuing this Request for Information (RFI) to gather information in preparation for a solicitation on securing a software system to allow the secure printing of vehicle temporary registration tags on demand at selected vehicle dealerships, and manage the initial collection of information used for issuing the Temporary Tag and titling a new or used vehicle purchase.

KEY RFI DATES

The following dates apply to this RFI. Vendors are advised that these dates are not absolute and may change by Addendum or due to unplanned events during the submission process.

Activity	Due Date / Time
Questions Submitted as soon as possible but No Later Than:	Two weeks prior to the RFI Due Date
Questions/Answers Posted weekly:	Until One week prior to Response Due Date
Responses Due on or Prior To:	Thursday, December 10, 2020, 2:00 P.M.
Possible Presentation dates	January 2021

INQUIRIES & QUESTIONS

We welcome your interest in working with us, and we will be pleased to answer any questions you may have in formulating your response to this Request for Information.

Questions must be submitted before the due date identified in the Key RFI Dates section of this RFP. All inquiries must be submitted in the Q/A section of the project listing in the [Bonfire Procurement Portal](#).

The Department's response to questions will be posted, according to the procurement schedule, under the project listing in Bonfire and to the State of Delaware Bid Solicitation Directory Website: <http://www.bids.delaware.gov/>.

Direct contact with State of Delaware employees other than DelDOT's Contract Administration staff regarding this RFI is expressly prohibited. *Vendors directly contacting State of Delaware employees risk exclusion from participation in a following Request for Submissions.*

2. INTENT OF RFI

The intent of this Request for Information (RFI) is to obtain information on available motor vehicle agency systems from vendors who have experience in developing and implementing systems of this type. This information may be used for the preparation and selection of technology, and/or the creation of a solicitation for the purpose of obtaining this system and equipment. DMV is not obligated to issue a solicitation or award any contract subsequent to issuance of this RFI.

3. BACKGROUND

Objectives

DMV envisions that information for the following objectives can be provided.

3.1. Print on Demand

The system will allow approximately 750 vehicle dealers and auctions to securely print temporary tags on demand at their locations. The system should enable the dealer or auction to transmit to DMV owner information including name and address; vehicle information including date of sale and insurance information.

3.2. Real-time Processing

The system will provide real-time processing and access to data. Information and transaction outputs will be available as soon as the transaction has been completed. The system should allow vehicle dealers and auctions to send DMV vehicle information including the year, make, model, color, and vehicle identification number (VIN).

3.3. Access to Data

The system will be capable of storing data with the ability to access data and information through standard reporting and audit capabilities. The system must be available outside of normal DMV business hours.

3.4. Improved Security

The system will have single sign-on and will limit access to data, fields and values, screens, and system processes to only authorized users. The system will also enhance security and fraud prevention by tracking patterns of suspicious activity (customer and employee), producing automated exception reports and creating systems alerts to potential safety, security, and risk management issues.

3.5. Interfaces

The system will communicate with business partners by providing a consistent method of interface and a consistent message format for exchanging data.

3.6. Maintenance and Modification

The system will be easy to maintain and modify to accommodate frequent legislative changes, federal directives, and needed enhancements. Programs will be designed for ease of maintenance.

4. ORGANIZATION AND SERVICES OVERVIEW

4.1. DMV Overview

DMV is responsible for a variety of services to the general public. DMV provides services from four separate facilities and is responsible for collecting revenues annually for the state's Transportation Trust Fund.

DMV monitors and processes over 925,000 registered vehicles and over 650,000 licensed drivers.

The main area of responsibility of DMV for this RFI falls under the DMV's Vehicle Services group.

4.2. Vehicle Services

Vehicle services' responsibilities include vehicle inspection, uninsured motorist audits, collecting fines, and managing payment plans; data management and registering and titling vehicles. DMV also offers various specialty and vanity license plates, and handicap placards. Delaware recycles license plates and allows customers to switch tags between vehicles. Customers may also retain their tag for use on a vehicle in the future.

The vehicle services section of DMV also serves the automobile and truck dealers by licensing dealers and processing dealer title work. Division investigators assist with dealer licensing and ensure dealers follow all Delaware laws.

Vehicle titling is an important service offered by DMV. These services include general titling transactions as well as vehicles purchased from out of state, mobile homes, salvage vehicles, unregistered vehicles, antique vehicles and details of the fees associated with these transactions. The uninsured motorist section works to ensure all Delaware drivers have vehicle insurance as required by the law.

5. CURRENT TECHNICAL ARCHITECTURE

5.1. Architecture/Applications

DMV is seeking to replace the currently used package that was developed by a third-party company. DMV currently hosts and supports the application internally. The application contains a Dealers module, for the creation and payment of temporary tags, and a DMV administrative module. It is an N-tiered architecture that consists of a test environment and a production environment.

6. INFORMATION REQUESTED

6.1. Experience

6.1.1. Vendor's Organizational Overview

Provide a description of the company including the organizational structure, number of years providing similar services, number of employees, and physical location(s).

6.1.2. Project Understanding

Provide a brief description of the company's understanding and experience in providing Off-site print capabilities for DMV's and similar agencies.

6.2. Successful Installations

6.2.1. Description of Proposed Project

Describe any off-site printer equipment projects with functionality similar to that being requested in this RFI. All projects where this equipment, if applicable, is currently being used or has been implemented should be included and clearly identified. Other non-DMV projects similar to size and scope may be listed separately.

6.2.1.1. Client

- Name of the jurisdiction and client organization(s) for which the equipment was implemented.
- Name and contact information of a client reference knowledgeable about the project and your company's role.

6.2.1.2. Timeline

- Timeline of the project implementation
- Reasons for any significant delays in the project

6.2.1.3. Scope

- Vehicle Temporary Registration
- Inventory
- Reporting
- Security

6.2.1.4. Size

- Number of central/field offices
- Number of workstations
- Number of transactions per day

6.2.1.5. New Technology Implemented

- Type of Implementation
- Technologies used; equipment
- List of any specific functions such as reporting, printing, etc.

6.2.1.6. Related Activities

- Please identify if your company performed any of the following
 - End User Training
 - Communication\customer service

6.2.1.7. Estimated Cost

- Estimated Cost of equipment
 - Identify if equipment is leased or purchased
 - Identify one-time equipment costs and on-going costs
- Annual cost of maintenance for hardware and software

6.3. Technical Solution

6.3.1. System Description

Please provide the following information about the proposed equipment:

Equipment Description: Provide a narrative describing the equipment. Include brief descriptions of major system components and their technical specifications. Multiple diagrams can be included.

Type of Implementation: Describe the type of development effort required: custom development, customization of existing implementation.

Hardware Requirements: Provide the hardware infrastructure required to support the system.

6.4. Cost

6.4.1. System Description

Given the information provided, estimate the cost required to complete the installation of the off-site printer equipment. At a minimum, estimated costs should be provided for the following tasks:

Training
Annual Maintenance and Support

Pricing Models

Identify the vendor's preferred pricing model for use in a solicitation as well as any alternative pricing models that would be acceptable.

6.5. General Approach

6.5.1. Request for Information

This section prescribes the format to be used in response to this RFI. We would appreciate if each vendor provides every component listed in the order shown below, using the format prescribed for each component.

The Vendor's response should be submitted on an electronic format that will allow for word searching. Vendors' response should include each and every requirement outlined in the RFI.

Vendor's costs associated with participation in their response to this RFI are the vendor's responsibility.

6.5.2. COVER LETTER

Each response should have a cover letter on the letterhead of the company. The cover letter should briefly summarize the Vendor's ability to provide the services requested in the RFI.

6.5.3. TABLE OF CONTENTS

Each response should include a Table of Contents with page numbers for each of the components of the submission.

6.5.4. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response should contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

6.5.5. BUSINESS REFERENCES

Provide at least three (3) business references consisting of current or previous customers of similar scope and value. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered. Please provide references other than DelDOT contacts.

6.5.6. BROCHURES

Samples or brochures are encouraged for evaluation purposes.

6.5.7. SUBMISSION

Submissions must be received before the Submission Due Date and Time, as identified in the Procurement Schedule for this RFP. Responses submitted by hard copy, mail, facsimile, or e-mail will not be accepted. Responses received after the Submission Due Date and Time will not be considered.

1. **Upload your submission at:** <https://deldot.bonfirehub.com/portal/>

Important Notes:

STATE OF DELAWARE
Department of Transportation
Contract No. **RFI** 1991

- Logging in and/or uploading the file(s) does not mean the response is submitted. Users must successfully upload all the file(s) and **MUST** click the submit button before the submission due date and time.
- Users will receive an email confirmation receipt with a unique confirmation number once the submission has been finalized. This will confirm that the submission has been submitted successfully.
- Each submitted item of Requested Information will only become visible to DelDOT after the submission due date and time.
- If the file is mandatory, you will not be able to complete your submission until the requirement is met.
- Uploading large documents may take significant time depending on the size of the file(s) and your Internet connection speed. The maximum upload file size is 1000 MB.
- Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Java Script must be enabled.

Need Help? Please contact Bonfire directly at Support@GoBonfire.com or 1(800)654-8010 ext. 2 for technical questions or issues related to your submission. You can also visit their help forum at <https://bonfirehub.zendesk.com/hc>.

1. **Submit one (1) Original and one (1) Redacted copy** of the submission. The original must be a .pdf file of the original signed submission and should be clearly marked “Original” on the first page of the document. The redacted copy must be a .pdf file of the original signed submission with any proprietary or confidential information redacted, and this copy should be clearly marked as “Redacted” on the first page of the document. The redacted copy is required even if the submission contains no proprietary or confidential information.

To determine what information may be considered proprietary or confidential and may be redacted from their Submission, firms should review Delaware’s Freedom of Information Regulations here; <http://regulations.delaware.gov/AdminCode/title8/1400.shtml#TopOfPage>. Under Delaware FOIA law, 29 Del. C. §10002(l)(2), “Trade secrets and commercial or financial information...which is of a privileged or confidential nature” are “records that shall not be deemed public” and are therefore exempt from disclosure under FOIA.

2. **Joint venture** submissions will not be considered.
3. DelDOT reserves the right to reject any and all submissions. Submissions become property of the Department and shall be retained electronically for a minimum period of three (3) years from the date of receipt. DelDOT reserves the right to any and all ideas included in this response without incurring any obligations to the responding firms or committing to procurement of the proposed services.

6.6. Oral Presentations

Vendors who submit responses may be invited to make oral presentation\ demonstration to the Committee. The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.

7. REPRODUCTION AND USE OF MATERIAL

The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials submitted; provided, however, that the State agrees not to use any design or engineering plans prepared by the vendor for anything other than their intended purpose under this RFI.